

КАЗАНСКИЙ ФЕДЕРАЛЬНЫЙ УНИВЕРСИТЕТ
ИНСТИТУТ МЕЖДУНАРОДНЫХ ОТНОШЕНИЙ, ИСТОРИИ
И ВОСТОКОВЕДЕНИЯ

Высшая школа иностранных языков и перевода
Кафедра иностранных языков для физико-математического
направления и информационных технологий

Д. Р. Сафина

ESSENTIAL WRITING SKILLS FOR IT STUDENTS

Учебно-методическое пособие

Казань - 2017

*Принято на заседании учебно-методической комиссии
Института международных отношений, истории
и востоковедения КФУ*

Протокол № 5 от 27.02.2017 г.

Рецензенты:

канд. пед. наук, доц. КПФУ **Х. Ф. Макаев**;

канд. пед. наук, доц. КПФУ **Г. Р. Еремеева**;

канд. филол. наук, доц. КНИТУ **Г. Х. Шамсеева**

Сафина Д.Р.

Essential Writing Skills for IT Students: учеб.-метод. пособие / Д. Р.

Сафина. – Казань: Казан. ун-т, 2017. – 84 с.

Пособие предназначено для бакалавров 1 и 2 курсов, обучающихся по направлению «Информационные системы и технологии» (Код специальности: 09.03.02) с уровнем владения языком В1, В2. Цель пособия – обучение будущих специалистов в области информационных технологий навыкам коммуникативного письма.

© Казанский университет, 2017

© Сафина Д.Р., 2017

Предисловие

Настоящее учебно-методическое пособие предназначено для студентов 1 и 2 курсов Института вычислительной математики и информационных технологий Казанского (Приволжского) федерального университета по направлению подготовки бакалавров «Информационные системы и технологии» (Код специальности: 09.03.02) с уровнем владения языком В1, В2. Пособие разработано с учетом требований Государственного образовательного стандарта высшего профессионального образования и предназначено для студентов, продолжающих изучение английского языка на базе программы средней школы.

Целью данного пособия является развитие, закрепление, автоматизация и совершенствование навыков коммуникативного письма. Пособие знакомит будущих специалистов в области информационных технологий с правилами оформления информации на английском языке в соответствии с коммуникативными целями, а именно, написание электронных писем, писем личного характера, ведение деловой переписки, составления резюме и сопроводительного письма при устройстве на работу, а также написание различных видов эссе.

Учебно-методическое пособие состоит из 6 разделов, в которые входят справочные материалы, требования и рекомендации к написанию и оформлению письменных работ в соответствии с международными стандартами, разнообразные упражнения на закрепление темы. Каждая тема снабжена упражнениями для развития навыков письменной коммуникации на английском языке. Предложенные творческие задания предполагают использование полученных знаний на практике. В приложении приведены образцы написания писем различного характера, примеры резюме, сопроводительных писем и сочинений, которые помогут будущим специалистам осуществлять письменную коммуникацию на профессиональные темы.

CONTENTS

Unit 1. Communicating Through Email	5
Unit 2. Informal Letter.....	14
Unit 3. Formal Letters. A Letter of Complaint. A Letter of Inquiry.....	20
Unit 4. Writing a CV.....	30
Unit 5. Writing a Covering Letter.....	47
Unit 6. Different Types of Essays.....	56
Appendix	74
References	84

UNIT 1

COMMUNICATING THROUGH EMAIL

Formal and informal English

There are three levels of formality in English.

Formal language is used in textbooks, official reports, academic articles, essays, formal letters and official speeches.

Semi-formal language can be used in day-to-day interaction with colleagues and teachers, popular magazines and books.

Informal language is used communicating with friends, speaking or chatting online.

Formal English is characterized with longer and more complex sentences. Firstly, it is very important to use proper grammar, punctuation and correct sentence structure. Secondly, larger and less common words are appropriate. For example, you can use *purchase* instead of *buy*, *require* – *need*, *obtain* – *get*, *subsequently* – *later*, etc. Thirdly, such phrasal verbs as *go up*, *ask for*, *come back*, *cut down on* should not be used. Moreover, contractions, idioms and slang should be avoided. For instance, *hasn't*, *they're*, *a piece of cake*, *user-friendly*, *bucks*, *veggies*, etc.

Semi-formal language means using phrasal verbs, contractions and some idioms, but without any slang or text speak. For example, you can say *look over*, *come up with*.

Informal English is characterized by shorter and simpler sentences, grammar is not important here. Phrasal verbs, slang and idioms, reductions are used very frequently in informal language.

Adapted from <https://www.espressoenglish.net/formal-semi-formal-and-informal-english/>

Task 1

Study the following peculiarities of formal or informal English Language. Make a table and put the following statements in the right column

Formal English	Informal English

1. Typically used in careful, edited writing — when the writer has a lot of time to polish his text. Formal English also occurs in speech,

usually when the speaker is saying something that was prepared beforehand (for example, reading the news or delivering an official speech).

2. Used in “improvised” speech — when the speaker is speaking without preparation, as in a conversation (in real life or over the phone). It also occurs in writing, usually whenever the writer is writing quickly and without editing (for example, in an Internet chatroom or in quick, personal e-mails).
3. Used in official, literary, academic, etc. content.
4. Used in everyday, personal conversations.
5. Sentences are simpler and shorter, for example: *Did you see Toyota’s sales figures? Looks like the discounts have actually worked.*
6. Sentences are longer and more complicated, for example: *Toyota’s US sales bounced back in March as substantial discounts helped to win back customers who had been shaken by the firm’s mass safety recalls.*
7. Phrasal verbs are used frequently. For example, in informal situations, people usually say *found out* instead of *discovered*, *came across* instead of *encountered* and *got away* instead of *escaped*
8. Many (but not all) phrasal verbs are avoided.
9. A huge number of words and phrases are used. For example: *nevertheless, to disclose, to constitute, to undertake, daunting, impervious, anew, truly, solace, to enchant, frantically, sizeable, to clutch, heyday, as it happens, upsurge, retrieval*

Task 2

Write the following phrases in two columns

Formal English	Informal English
e.g. do not	don't

don't

prices went up

you can see from the graph (pronouns)

do not

prices increased

it was excellent
children
the graph shows
it was A1 (idioms)
kids
a major distinction
it's negative
a bit", "a lot", "kind of", "sort of".
a big difference
in conclusion
a considerable number, a considerable amount
Something is not effective
When all is said and done

General Tips for writing emails:

1. Emails between friends and colleagues can be informal, but business emails may be either semi-formal or formal depending on the individual relationship and what the message contains.
2. There is no need to write Dear Sir/Madam/ Mrs Smith or use a particular formula at the end. You can just sign your name.
3. Organize the text in paragraphs and use proper sentences.
4. Keep your email short and to the point.
5. The subject line is for summarizing the point of the message to make the content clear.

<p>From: <u>Olga@mail.com</u> To: Bernard@yandex.ru Cc: Dann@freemail.com Bcc: <u>Daniel@norsemail.no</u> Subject: arriving in Moscow</p>
<p>Hi Bernard</p>

I'll be arriving in Moscow on Monday at 5 pm. It isn't necessary to meet me at the airport. I think I can get a taxi to the hotel.

See you soon!

Olga

Task 1

Read an email and answer the following statements

1. Who is the recipient?
2. Who is the sender?
3. Who knows when Olga will be arriving in Moscow?
4. Who doesn't know when Olga will be arriving in Moscow?
5. Who Cc-ed an email to Dann?
6. Who Bcc-ed an email to Daniel.
7. What is the style of an email?
8. What does carbon copy mean?
9. What does blind copy mean?

Task 2

Combine the synonyms

Browse	Address
Open	Add
Size	Sphere
Send	Launch
Field	Look through
Attach	Amount

Task 3

Combine words with definitions

Attach	a collection of related data or program records stored on some input/output or auxiliary storage medium
Upload	
	antonym of detach

Download	
File	to sort, part, divide, or disperse (an assemblage, mass, compound, etc.), as into individual units, components, or elements.
Separate	the opposite of receive
Folder	to unite or join so as to increase the number, quantity, size, or importance
Send	an opposite of download
Click	the act of rapidly depressing and releasing a button on a mouse or other input device, usually the left-hand button, as to select an icon.
Add	to sort, part, divide, or disperse (an assemblage, mass, compound, etc.), as into individual units, components, or elements. An opposite of upload

Task 4

Fill in the gaps using the suitable words

Open browse size send
field attach inboxes

Sending an attachment

You can send almost any file almost any file as an attachment. _____ through the folders on your computer until you find the file you want to attach. Click on _____. The file will appear in the attachments _____. Then click _____, and wait while the file uploads. Add more files if you wish. When you have finished adding files, click _____.

Some emails _____ will only receive attachments up to a certain _____ with one email, for example 10 MB. If you need to send a lot of very big attachments, it's sometimes necessary to spread them over a number of separate emails.

Task 5

Read an email and decide whether the statements are true or false

Hi Tony

Thanks for sending through that files so quickly. Just one problem –I couldn't open the attachment. I'm not sure why. My inbox is virtually empty, so there is plenty of room, and the attachment limit is 20 MB, so there's no problem there. Perhaps there was a glitch somewhere.

Anyway, rather than trying to figure out what went wrong, could you just send it again?

Did we discuss file format? I don't know much about TIFFs. JPEGs etc, but I meant to tell you that if you have any queries on this, you could get in touch with Steve, our designer. His email address is Steve@mail.com.

One other thing. When you resend me the files, could you send it to Angela? I've asked her to have a quick look at it before we put it in the brochure.

I'm looking forward very much to seeing those pictures –fingers crossed that they'll come through OK this time. However, if I still can't download them, I'll ask you to put them on a disk and mail them.

All the best

Jenny

1. Jenny didn't receive the files because her inbox is too small.
2. The attached files came to less than 20MB in total.
3. Jenny has resolved a technical problem, and the attachment will come through without any problems next time.
4. Tony will have to resend the files.
5. Jenny is a graphic design expert.

6. Tony is also going to put files onto a disk and mail them.
7. Angela has already seen the files.
8. The style is too informal –business emails should always be more formal than this.

Task 6

Find words or expressions in the email which mean the same as the phrases below

1. artwork _____
2. a small technical problem _____
3. type of file _____
4. questions about this _____
5. send again _____
6. communicate with _____
7. with luck _____

Task 7

Read an email below and decide whether the following statements are true or false

1. Tony thinks Jenny should change her email provider.
2. The designer will need to reformat the files.
3. Angela doesn't have broadband.
4. Tony is sending resized versions of the raw files to Angela.
5. These versions will look the same as the original versions.
6. Tony is going on holiday on Friday morning.
7. Trevor may be able to help with any problems that come up while Tony is away.
8. The style is neutral –neither formal nor informal.

Dear Jenny

As requested, I'm attaching the files again.

The technical problems you've been experiencing may be due to your email provider. I have to say, I've never heard of Whoopydudu.com. You might be better off switching to one of the big names, such as Gmail or Yahoo.

Regarding file formats, TIFFs should be OK. If necessary, your designer will be able to reformat them easily, but in my experience most designers have no problem working with TIFFs.

As the file sizes are quite large, and I understand that Angela only has a dial-up connection, I've sent her low-res versions to look at. I hope that will be OK. They should be clear enough.

I'm just about to go on holiday, so if you need me to send these files on disk, please let me know by Friday afternoon. I probably won't get the opportunity to check my email while I'm away, but if anything arises that won't keep, my assistant Trevor may be able to deal with it.

Best regards

Tony

Task 8

Find the English equivalents from the email

1. как вы и просили _____
2. знаменитые компании _____
3. изменить формат файла _____
4. я так полагаю, но я могу ошибаться _____
5. низкое разрешение изображения _____
6. днем в пятницу, а может быть и раньше _____
7. появиться _____
8. это срочно _____

Task 9

You work for a computer company. Write an email to your colleague. Ask him to help you organize Computer courses for school children this summer.

Task 10

You are a student who is going to participate in Work and Travel Program this year and you are required to submit a letter about your background. You ask your friend to help you. Write him an email.

Task 11

You have just lost all the information on your PC because of a head crash. Ask your friend about precautions for the future to avoid this problem. Write him an email.

UNIT 2

INFORMAL LETTERS

A letter to a friend

Task 1

What is the difference between formal and informal writing style?

Fill in the table using the following statements

Formal writing	Informal writing

1. Longer sentences are likely to be more prevalent. You need to be as thorough as possible with your approach to each topic when you are using a formal style. Each main point needs to be introduced, elaborated and concluded.
2. No contractions should be used to simplify words (in other words use "It is" rather than "It's"). Abbreviations must be spelt out in full when first used, the only exceptions being when the acronym is better known than the full name (BBC, ITV or NATO for example).
3. Short sentences are acceptable and sometimes essential to making a point in informal writing. There may be incomplete sentences or ellipsis (...) to make points.
4. The writer is disconnected from the topic and does not use the first person point of view (I or we) or second person (you).
5. It may include slang, figures of speech, broken syntax, asides and so on. You can use the first or third person point of view (I and we), and you are likely to address the reader using second person (you and your).
6. Words are likely to be simplified using contractions (for example, I'm, doesn't, couldn't, it's) and abbreviations (e.g. TV, photos) whenever possible.
7. The author can show empathy towards the reader regarding the complexity of a thought and help them through that complexity.

8. State main points confidently and offer full support arguments. This style shows a limited range of emotions and avoids emotive punctuation such as exclamation points, ellipsis, etc., unless they are being cited from another sources.

Adapted from <http://www.skillsyouneed.com/write/formal-or-informal.html#ixzz4VZQUBcoJ>

Task 2

Find the Russian equivalents for the following words and word combinations

show empathy _____

exclamation points _____

ellipsis _____

to be cited _____

contractions _____

prevalent _____

abbreviations _____

figures of speech _____

Tips for writing a letter to a friend:

1. Your address usually goes in the top right hand corner. It can be left out altogether.
2. There is no need to put the address of the person you are writing to.
3. Use *Dear* before your friends name:
4. End you letter with *Love, Love from, Lots of love* for a close friend. Use *Best wishes, All the best, Take care* for others.
5. If you want to introduce some more information or something that you have forgotten you can put PS (postscript) after your name.

Task 3

Put the following expressions in the right column

Sorry to hear about your exam results.

Glad to hear that you are well.

Anyway, that's all for now

Thanks for your letter.

Good luck in your new job.

Take care

Best wishes

Sorry for not writing earlier but.....

I hope you and your family are well

Regards

Lots of love from

P S

It was great to hear from you

I'm curious about

Tell me more about

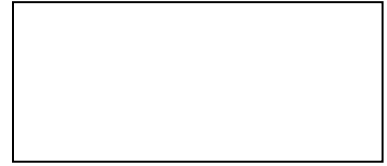
To answer your first question

Paragraph 1. Opening expressions	
Paragraph 2. Responding to news.	
Paragraph 3. Ask questions.	
Paragraph 4. Closing expressions.	

Task 4

Put the following expressions in the right place

- 1. Thanks for your letter. It's lovely to hear from you again. Sorry I haven't written for a lot time but I was really busy with my study.*
- 2. Kazan Russia 03/02/2017*
- 3. Give my best to all your family and write again soon.*
- 4. I'm curious about.../ Tell me more about..?*
- 5. I'm glad that*
I'm sorry that
You asked me if.../To answer your first question,...



Dear Mary,

Love,

Ann

Task 5

You have received some letters from your friends. Choose some of them and write a reply. In your letters you should answer your friend's questions and ask 3 questions about the given topic. If the topic is not given, create questions. Write no less than 150 words. Remember the rules of informal letter writing.

Letter 1

...I have just graduated from University with bachelor's degree in IT. My parents advice me to continue my education at University but I'm thinking about looking for a job. What would you choose? Have you thought about your future? Would you like to get a master's degree? What do you think about your future career?

By the way, I'm going away on holiday next month

Letter 2

...My grandparents are going to buy me a laptop for my birthday. But I want a tablet instead. What would you choose? What are their advantages and disadvantages? What brand is better?

By the way, yesterday I went to the cinema with my friends...

Letter 3

... My little brother wants to get higher education in Moscow. I don't understand him. I think that there is no need to go there because we have wonderful opportunities in our city. What would you choose? Why?

By the way, I've got a new laptop for my birthday...

Letter 4

At university I have to write a report about the areas where computers may be used. As far as I remember, they may be used at schools and universities, also at home as a way of entertainment. What other spheres can be mentioned? Have you got any ideas?

Letter 5

I need to make a presentation about two parts of a computer system, like hardware and software. As far as I know, there are three sections of the hardware: CPU, main memory and peripherals. What about software? What should I tell about it?

Letter 6

I am going to buy a computer, but I don't know much about it. What features should I keep in mind while choosing it? I mean the speed, wireless connectivity, hard disk, software, hardware, monitor, CPU and others. What features are the most important?

Letter 7

My father wants to buy a computer for us. He is thinking about iMac or Macbook. What are the pros and cons of these models? What would you advise to purchase?

Letter 8

I worked part time during my summer holidays, so I saved some money for a new mobile phone. I'm going to buy one. What model would you recommend? Nokia, Sumsung or Philips? What questions should I ask a sales manager in a shop?

Letter 9

I'm tired of printing and copying my home assignments at my neighbour. So my parents decided to buy a printer. What types of printers are on sale? What peculiarities should we keep in mind while choosing them?

Letter 10

My friend wants to buy a printer and a scanner. He wants to print some documents, web pages and occasional photos at home. What model suits him best? He chooses between Brothers HL colour laser and Canon CP 750.

UNIT 3

FORMAL LETTERS

A letter of complaint

In a formal letter making a complaint, you may use a mild tone, for complaints about minor problems, or a strong tone, for complaints about more serious matters, especially when you are extremely upset or annoyed. However, the language you use should never be rude or insulting.

Most letters of complaint use formal language and are organized in a standard way:

Paragraph 1 – explain why you are writing. In this paragraph you should state your complaint including details of what has happened and where/when the incident took place.

e.g. (Mild) *I am writing in connection with.../to complain about... the terrible behaviour/attitude/rudeness of...*

I am writing to draw your attention to... which...

(Strong) *I wish to bring to your attention a problem which arose due to your staff/inefficiency...,*

I am writing to express my dissatisfaction/unhappiness with the product/treatment I received from ... on ...

Paragraph 2 – explain what the problem is and describe any action you have already taken. You present each of the specific points you are complaining about. You start a new paragraph for each point and justify these points by giving examples/reasons.

e.g. *Although you advertise "top quality", I felt that the product I purchased was well below the standard I expected.*

Paragraph 3 – say what inconvenience it has caused you

Paragraph 4 – state what you want done about the problem. You should explain what you expect to happen (e.g. to be given a refund/replacement/apology/etc).

e.g. (Mild) *I hope you will replace...*

*I feel/believe that I am entitled to a replacement/refund...
I hope that this matter can be resolved/dealt with promptly.*

*(Strong) I insist on/ I demand a full refund/an immediate replacement/etc or I shall be forced to take legal action/the matter further.
I hope that I will not be forced to take further action.*

Task 1

Answer the questions about the letter of complaint

1. What tone is appropriate in these letters?
2. What paragraph is for stating a complaint?
3. What paragraph is for description of an action you have already taken?
4. Is it possible to write about some refund or apology?

Task 2

Put the following paragraphs in the right order

1. In the circumstances I believe I am entitled to compensation. I look forward to hearing from you very soon.
2. As a result of the delays I was two hours late for an important meeting with a valuable client, which caused considerable difficulty and embarrassment.
3. Yesterday I travelled on the 7.20 from Oxford to London Paddington. Not only was the train thirty minutes late leaving Oxford but we were further delayed at Reading and no explanation or apology was offered. Furthermore, the heating broke down and the train got colder and colder.
I complained to a member of staff, who was most unhelpful and unsympathetic.
4. I am writing to complain about the poor service provided by your train company.

17 Wolfson Close
Reigate
Surrey RH6 3KE
Tel:0116 587392
12 December 2010

Customer Services
Maintrail
Carbis House
London WC1 5NR

Dear Sir or Madam,

Yours faithfully,

Bill Adams

Task 3

Complete the gaps using the following words

shocked	explained	in addition	this	caused
compensated	reply	horrified	worse	unacceptable
replace	refund	elsewhere	response	rectify
dissatisfaction	enough	consequence		appreciate

1. I am writing to express my _____ with/ at
2. I was surprised / _____ / _____ to find that
3. I returned / _____ / requested....
4. What made matter _____ was that.....
5. Furthermore/ _____ / what's more....
6. As if this was / were not _____....
7. On the top of _____....
8. As a _____....
9. This _____ me to
10. I am sure you will _____ that this level of service is _____.
11. I expect to be _____ for the inconvenience I have been caused.
12. Please _____ the goods as soon as possible.
13. I would like a full _____.
14. I would like to know what actions you will take to _____ the situation.
15. In the future I shall take my custom _____.
16. I look forward to a prompt _____ / a full explanation.
17. I await your _____ / comments.

Task 4

Write a letter of complaint to the shop

Imagine that you are dissatisfied with the product you purchased last week. You bought laptop (tablet PC or mobile telephone). You are going to write a letter of complaint to the shop. Explain what the problem is and describe any action you have already taken. Say what inconvenience it has caused you. State what you want done about the problem. Remember the rules of letter writing. Use the useful phrases above.

Task 5

Write a letter of complaint to the company

You are dissatisfied with the service of your internet provider. You have some problems with the internet connection. As a result you couldn't have a job interview via Skype and didn't get the job you applied for. You should explain what the problem is and describe any action you have already taken. Say what

inconvenience it has caused you. State what you want done about the problem. Remember the rules of letter writing. Use the useful phrases above.

Task 6

Write a letter of complaint to the seller

You have bought a portable hard drive on e-bay. But you had some problems with it. You couldn't connect it to your computer. You should explain what the problem is and describe any action you have already taken. Say what inconvenience it has caused you. State what you want done about the problem. Remember the rules of letter writing. Use the useful phrases above.

Task 7

Write a letter of complaint to Media Market

You bought a laser printer last week. The problem is that it gives continuous error messages. You are also having problems installing the database. In your letter ask for a new printer and an upgraded version of the database.

A letter of inquiry

Letters of inquiry help us get further information we need to make decisions. Polite forms are used to ask questions. Here are some examples:

It would be also helpful to know what / when...

I would be interested to know...

Please let me know...

Would you send me details of...

I would be grateful if you could let me have...

Letters of inquiry have the following paragraphs:

1. Addresses
2. Date
3. Opening greeting
4. Reason for writing
5. Questions asking for specific information
6. Request for extra information

7. Closing: request for a quick answer
8. Closing: greeting and signature

Task 7

Translate the underlined phrases and complete an Example letter of inquiry

10 Glushko Street, apt. 45
Kazan
420100
Tatarstan
Russia

Camford Language School
34 Downs Street
Wrexbury
Devon
EX45 7AZ
United Kingdom
14 April 2011

Dear Ms Smith,

I am writing to enquire about your курсы иностранных языков which I увидел в рекламе журнала «English for you».

I недавно сдал the FCE exam and I am now studying for TOEFL. Please could you tell me есть ли у вас курсы продвинутого уровня? What dates do the courses start and сколько это стоит? I will be coming from Russia. I would like to know what kind of visa I should apply for. I would also like to know more about жилье. Есть ли возможность забронировать комнату на одного? Are meals included in the cost of a course? I would be grateful if you could send me more information о вашей школе и ее окрестностях.

I look forward to hearing from you.

Yours sincerely,

Ann Yefimova

Task 8

Put the following questions in the right column

I would be grateful if you could let me know what dates the courses start.

What dates do the courses start?

Do you have advanced courses available?

I would like to know what kind of visa I should apply for.

I would be grateful if you could send me more information.

Please could you tell me if you have advanced courses available?

What kind of visa should I apply for?

Please send me more information.

Direct questions, direct form	Indirect questions, indirect form

Task 9

Write the following questions and requests in an indirect (polite and formal) way

1. Do you provide special training for swimmers?
Please could you tell me if ...
2. I'm 31 years old. Can I take part in the foreign conference?
Please could you let me know if...
3. Do you have any computer courses for beginners?
Please let me know if...
4. Send me some brochures.
I would be grateful if you could send ...
5. My husband doesn't speak any Italian. Do you have any courses for beginners?
I would be grateful if you could send ...
6. Will you pick my friend up from school?
Would you be able to ...
7. I'm Moslem. Do you provide Halal meals?
Please could you tell me if you ...
8. Tell me about the arrangements for health insurance.
I would be grateful if you could tell me about the arrangements for ...
9. Will I meet any celebrities?

Please could you tell me if I will ...

10. Could you send me some pictures and photos?

I would appreciate it if you ...

Task 10

You have seen the following advertisements on e-bay. You want to buy one of them. Before that you need to contact with the seller and find out more about the quality, cost and the time of delivery. Write a letter of inquiry to get some extra information.

Nest Cam 3MP Indoor Security Camera, 1080p HD Video, Wi-Fi,
Black #NC1102ES
Price:US \$199.00

Ring - Video Doorbell - Satin Nickel
Buy Direct from Best Buy
Price: US \$199.99

Wireless WiFi DoorBell Smart Video Phone Door Visual Door Ring
Intercom System
Price:US \$69.99

Task 11

You have bought some products online. You received the letter which accompanies the invoice. Complete the gaps using the following words and phrases

sincerely
payment

grateful
delighted

to confirm
please

enclosing
further

2 February 2017

Ivan Ivanov
22 Kremlevskaya Street
Kazan

Russia

Dear Ivan Ivanov,

I am writing _____ that we have sent you four desktops PCs plus screens, two laptops and a laser printer, along with D5 database, and an anti-virus program for each of the computers. _____allow two weeks for delivery.

I am _____ two copies of your invoice.

We would be _____ if you could make your _____by cheque or directly to our bank account through the Internet.

We are also _____ to inform you that we are offering our clients an online course called A paperless office, free of charge. Please contact us if you require any _____information.

Yours _____,

Ben Adams

Task 12

Correct grammar, punctuation and spelling mistakes in the following formal letter

Spenser High School
51 Prospect Place, cardiff, Wales

2 th January 2016

The Editor
El Independiente
Moratin, 7
28006 Madrid
Spain

Dear sir / Madam

We are writing to ask if you can help us with our school project. We are do a survey of the major newspapers in the European Union find out which computer systems and desktop publishing program they are using.

We would be vary grateful if you could tell us which hadware, graphic design and page laout software you use at El Independiente. Could you also to tell us how long your online edition have been running for. Thank you very much in advance.

We look forward to hearing from you.

Yours faithfully

Kate Powell, student representative

UNIT 4

WRITING A CV

Task 1

Study different jobs in IT sphere. Combine jobs with responsibilities

Jobs	Responsibilities
Webmaster	He has to help end – users with their computer problems personally, by email or over the phone
Network administrator	He has to work with companies to build secure computer systems
hardware engineer	He has to design and maintain websites
desktop operator	He has to manage the hardware and software that comprise a network
help desk technician	He has to use page layout software to prepare electronic files for publication
blog administrator	He has to edit and delete posts made by contributors to a blog
computer security specialist	He has to write computer programs
software engineer	He has to design and develop IT services

Task 2

Make adjectives from the following nouns or verbs to characterize the jobs above

Noun	Adjective

Stress boredom to repeat to satisfy excitement flexibility	
---	--

Task 3

Look through these adjectives describing personal qualities. Which ones are positive, negative or neutral for IT specialist?

adventurous ambitious assertive bossy cautious sociable thoughtful organized initiative creative energetic	Talkative moody sensitive quite reliable sensible sensitive serious thoughtful moody generous
--	---

Positive	Negative	Neutral

Task 4

Think about Pros and cons of DTP operator, hardware engineer, blog administrator, help desk technician, network administrator, webmaster. Use ideas from the table. Add your own variants

Pros	Cons
work from home long holidays	work long hours work in shifts

friendly colleagues travelling time competitive salary pleasant working environment regular bonus good pension prestigious company opportunity for promotion flexible hours foreign travel company car other perks	stressful boring not prestigious commute to work time-consuming
---	---

Task 5

Skills essential in all fields of employment

Combine skills with the content

Technical skills	Oral and written communication skills, ability to work in teams, and project management skills.
Experience	Skills related to specific programming languages: database, networking, and operating systems, and other technologies. These skills may be combined in many ways.
Formal education	Hands-on, real-world experience in the application of the technical skill set, sometimes. Experience related to the application of IT in a particular industry setting
Soft and business skills	At least a four-year degree, often a technical degree.

Task 6

Translate the underlined phrases from Russian into English and get some information about a CV

CV or Curriculum Vitae is an outline of a person's educational and professional history, usually prepared for устройство на работу (*L, lit.: the course of one's life*). Another name for a CV is a *résumé*. A CV is the most flexible and удобный способ to make applications. It conveys your личные детали in the way that presents you в лучшем свете. A CV is a рекламный документ in which you are рекламируете something: yourself! You need to "sell" your навыки, способности, qualifications and опыт to работодателям. It can be used to make multiple applications to employers in a specific career area. For this reason, many large graduate recruiters will not accept CVs and instead use собственный бланк заявления. An application form is designed to bring out the важная информация and личные качества that the employer requires and does not allow you to gloss over your слабые стороны as a CV does. In addition, the time needed заполнить these forms is seen as a reflection of your commitment to the career. There is no "one best way" составлять a CV; it is your document and can be structured по вашему желанию within the basic структура below.

Adapted from <https://www.kent.ac.uk/careers/cv.htm>

Task 7

Use the tips below and translate the following phrases from Russian into English

веб разработчик

консультант по информационным технологиям

навыки общения

применение технических стандартов

способность разрешать проблемы

помнить о том, что

испытатель программного обеспечения

выделить соответствующие навыки

продемонстрировать все свои технические возможности

разработчик приложений

вступление

Tips for writing a CV for IT jobs (e.g. web developer, IT consultant, software tester or applications developer):

Include an introductory paragraph which mentions your technical expertise and experience and incorporate a 'key skills' heading which will allow for more detail when discussing technical competencies.

While you might be tempted to showcase all your technical abilities at once, ensure that you highlight relevant skills first and foremost. You should also bear in mind that the document will need to be understood by non-technical people such as HR managers.

In your CV focus on:

- ability to maintain existing software applications and develop new ones
- experience of applying technical standards, theories and techniques
- problem-solving capabilities
- communication skills.

Adapted from <https://www.kent.ac.uk/careers/cv.htm>

Task 8

Answer the questions about a CV

1. What should be included in introductory paragraph?
2. Why is it important to write clearly and avoid any difficult terms?
3. What should we focus upon in it?

IT specialist resume sample

Timothy Harness

4 Bolthole Abbey Road, Waverly, Nottingham, NG4 PP

Email: tm@yahoo.co.uk

Tel: 079437228

IT graduate with project –management, customer service and interpersonal skills. (1)

Education

2011-2015 Nottingham Trent University

BSc Information and Communication Technology: 2:1 (2)

Modules included: Networking and communications technology, Business and Information systems and interactive / multimedia development

2008-2011 North Bridge Comprehensive
A-levels: Mathematics (B), Information Technology (B), Design and Technology (C) **(3)**
Eight GCSE's at grade C and above, including Math (A) and English (c)

Projects and additional training (4)

- Extended project (part of degree) : “Designing Wireless and Mobile Systems in Business”
- PRINCE 2 qualified: Foundation-level (business justification, organizing team structure for a project-management team, product-based planning approach, controllable stages and appropriate flexibility in project planning).
- BCS accredited three-day-training programme: ‘IT for Business’ (project management, customer outcomes, database management and budgeting)

Technical skills

- Microsoft technologies including NET, VB.Net, WCF and WPF.
- Software packages: 3D Studio Max, Flash Photoshop, TCP/ IP Packet analysis, Java, JavaScript, HTML5, Oracle
- Front and backend Internet systems
- Interface technology and design
- Rich media technology **(5)**

Work experience and additional skills

2014 - Present Store assistant, Waterstones Bookstore, Nottingham
Serving customer's face-to-face, dealing with customer queries and general store maintenance duties. Processing customer orders over the telephone and replenishing stock
Additional skills: customer service, communication, team working. **(6)**

2012-2013 Placement year, System Administrator, Rolls Royce, Derby

Installation, configuration, monitoring and maintenance of servers including remote management. Undertaking a significant amount of client liaison across a number of sites. Ensuring all systems were fit for purpose and meeting the needs of end users. (7)

Additional skills: commercial awareness, problem solving, communication, team working.

Summer 2011 Data Entry Officer, Active Ltd., Northampton
Entering bank account details relating to direct debit payments and completing associated administration. WPM: 110. (8)
Additional skills: accuracy, working to deadline, attention to detail, communication, team working.

Achievements and interests (9)

- University course representative 2013-2014 for second year students
- Presented project as part of the university's technology conference May, 2015
- Student member of the ITC Association
- Active member of Nottingham Forest Supporters Club (10)

Adapted from https://prospects-ac-uk.cdn.prismic.io/prospects-ac-uk%2F9e2b53c3-6824-4d5f-8544-1d0d983c5ad8_cv-it-2015.pdf

Tips for writing a CV:

- (1) Immediately demonstrate the skills you have beyond technical / IT knowledge. Tailor this description according to the role you are applying for.
- (2) List modules if relevant to the role or give an overview of the subjects covered.
- (3) Include A-levels if they are relevant and grades support your ability.
- (4) Dissertation, project titles and short courses can demonstrate an area of interest and highlight skills acquired through independent study.
- (5) If you have limited experience it is important to list all technical skills to demonstrate expertise in this area. Consider packages you have worked with during your studies, job role in your own time.

- (6) Highlighting the skills you have developed in each role is a powerful format. Use bold typeface to allow these skills to stand out to the reader.
- (7) Be specific and include “doing words” when noting duties that the role entailed
- (8) Include any technical competencies
- (9) Include position of responsibility you have held
- (10) To balance the technical nature of this CV it may be useful to show some personality and extra-curricular interests.

Task 9

Translate the following text about the survey of employers into English

Был проведен опрос среди работодателей, в ходе которого выяснилось, что при просмотре резюме кандидатов наиболее важным является следующее:

45% - предыдущий опыт работы

35% - квалификация и навыки

25% - простой язык резюме

16% - образование

14% - орфография и грамматика

9% - нематериальные активы, такие, как индивидуальность или желание добиваться успеха

3% - цели

2% - ключевые слова

1% - контактная информация, личный опыт и навыки работы с компьютером

Task 10

The following information should be included in the CV.

Put the following headings in the right place

Skills

Personal details

Education and qualification

Interests and achievements

References

Work experience

1.

Normally these would be your name, address, date of birth (although with age discrimination laws now in force this isn't essential), telephone number and email. British CVs don't usually include a photograph unless you are an actor. In European countries such as France, Belgium and Germany it's common for CVs to include a passport-sized photograph in the top right-hand corner whereas in the UK and the USA photographs are frowned upon as this may contravene equal opportunity legislation - a photograph makes it easier to reject a candidate on grounds of ethnicity, sex or age. If you do include a photograph it should be a head and shoulders shot, you should be dressed suitably and smiling: it's not for a passport!

2.

Your degree subject and university, plus A levels and GCSEs or equivalents. Mention grades unless poor!

3.

- Use action words such as developed, planned and organised.
- Even work in a shop, bar or restaurant will involve working in a team, providing a quality service to customers, and dealing tactfully with complaints. Don't mention the routine, non-people tasks (cleaning the tables) unless you are applying for a casual summer job in a restaurant or similar.
- Try to relate the skills to the job. A finance job will involve numeracy, analytical and problem solving skills so focus on these whereas for a marketing role you would place a bit more emphasis on persuading and negotiating skills.
- *All of my work experiences have involved working within a team-based culture. This involved planning, organisation, coordination and commitment e.g., in retail, this ensured daily sales targets were met, a*

fair distribution of tasks and effective communication amongst all staff members.

4.

- Keep this section short and to the point. As you grow older, your employment record will take precedence and interests will typically diminish greatly in length and importance.
- Bullets can be used to separate interests into different types: sporting, creative etc.
- Don't use the old boring cliches here: "socialising with friends".
- Don't put many passive, solitary hobbies (reading, watching TV, stamp collecting) or you may be perceived as lacking people skills. If you do put these, then say what you read or watch: *"I particularly enjoy Dickens, for the vivid insights you get into life in Victorian times"*.
- Show a range of interests to avoid coming across as narrow: if everything centres around sport they may wonder if you could hold a conversation with a client who wasn't interested in sport.
- Hobbies that are a little out of the ordinary can help you to stand out from the crowd: skydiving or mountaineering can show a sense of wanting to stretch yourself and an ability to rely on yourself in demanding situations
- Any interests relevant to the job are worth mentioning.
- Any evidence of leadership is important to mention: captain or coach of a sports team, course representative, chair of a student society, scout leader: *"As captain of the school cricket team, I had to set a positive example, motivate and coach players and think on my feet when making bowling and field position changes, often in tense situations"*
- Anything showing evidence of employability skills such as team working, organising, planning, persuading, negotiating etc.

5.

- The usual ones to mention are languages (good conversational French, basic Spanish), computing (e.g. "good working knowledge of MS Access and Excel, plus basic web page design skills" and driving ("full current clean driving licence").
- If you are a mature candidate or have lots of relevant skills to offer, a skills-based CV may work for you

6.

- Many employers don't check references at the application stage so unless the vacancy specifically requests referees it's fine to omit this section completely if you are running short of space or to say "References are available on request."
- Normally two referees are sufficient: one academic (perhaps your tutor or a project supervisor) and one from an employer (perhaps your last part-time or summer job).

Task 11

Answer the questions about CV

1. What should you firstly write about?
2. Where is it expected to include a photo in CV?
3. What kind of photo is appropriate?
4. What should you write about in the personal details section?
5. What kind of clichés should you avoid?
6. What skills should be mentioned?
7. What paragraph is optional?

Task 12

Find the English equivalents from the CV below

1. опытный
2. преданный, посвятивший себя
3. опытный в области программного и технического обеспечения
4. связанный с компьютерной помощью
5. эксперт программного обеспечения
6. функционирование и устранение неполадок
7. различные отделы компании
8. специалист в области оперативного принятия тестирования новых систем
9. помощь в программном обеспечении компьютера и устранение неисправностей оборудования при необходимости
10. установка программного обеспечения в соответствии с инструкцией

Kim Brown

81 Broadway, NW Hennery Ave ❀ Hamilton, NY 78221

Residence: (003) 455-2332 ❀ Cellular: (987) 444.5555 ❀ Email: kimbrown @
email .com

Profile: Experienced and dedicated IT professional with 5 years' successful experience in Information Technology field. Proficient in hardware and software maintenance. Solid track record of providing timely positive response to requests regarding computer related assistance. A deep understanding of the general organizational confidentiality policies associated with IT specialist position.

Highlights of expertise

- Expert in antivirus, firewall and anti malware software's regulation
- Adept at offering timely and highly effective technical support in software patching
- Skilled in inter and intra systems collective network maintenance
- Expert in operational acceptance testing with new systems
- Proficient in day to day maintenance of server infrastructure
- Specially skilled in software related troubleshooting

Professional experience

IT Specialist | Compucom, NY | Dec 2009 – Present

- Supervise maintenance of 100 plus computer systems and ensured functional inter and intra net networking on all systems at all times
- Act as network administrator during joint ventures and third party IP involvement
- Maintained user database interface fully updated and functional
- Provide aid in setting up multimedia, installation of relevant software for proper functioning and troubleshooting during large scale presentations and conferences involving use of technology

Selected Achievements

- Cross trained more than 30 employees in two months to act as IT specialists for various branches of the company
- Routed and enabled networking on 20 plus computers single handedly in preparation of a course to be conducted at nationwide level

IT officer | Tech Bits, NY | Jan 2008 – Jan 2009

- Responded to system's security breaches, malwares and virus attacks
- Performed maintenance of 30 plus PC's at the premises
- Offered assistance in computer software and hardware trouble shooting when needed
- Installed and uninstalled data base software as per instructions

Technical strengths

- OS: Windows, Linux, Dos
- Languages: Java, C+, Java script
- Malware detection and deletion
- MS Server infrastructure 2000 till vista

Academic summary

Associate's degree in Computer sciences (2009)

Specialization: Networking

County College Hamilton, NY

Adapted from <http://coverlettersandresume.com/it/it-specialist-resume-sample/>

Task 13

You are looking for a job. There is a vacancy of Cloud Chief Architect (Cloud Chief Architect - \$8250/month - WORK FROM HOME) on hh.ru.

Here is some information about the company:

Aurea Company is partnering with Crossover to hire the best and brightest Cloud Chief Architects. Aurea enables global enterprises to create transformative experiences for their end customers across a range of industries including retail, travel & hospitality, insurance, energy, life sciences, and insurance. Aurea products enable companies to build, execute, monitor, and optimize the end-to-end customer journey across multiple channels and touchpoints to maximize growth through a superior customer experience. Aurea serves over 2,000 customers worldwide.

- a) Translate the following verbs into Russian and find synonyms to them:

to hire - _____

to enable- _____

to create- _____

to build- _____

to execute- _____
to monitor- _____
to optimize- _____
to serve- _____

b) Find the English equivalents from the text:

путешествие и гостеприимство

мировые предприятия

конечный покупатель

превосходное качество обслуживания клиентов

дизайнер облачного хранилища

выстраивать, исполнять и следить за

Task 14

Read the Job description and complete the gaps using the following words

designing and delivering	per
executing	effectively work
range from	ensuring that the customers
responsible for	cloud, phased adoption
top development resources	

You will play a critical role in designing and _____ cloud-based architectures. This can _____ orchestrating the deployment of centralised environments on AWS infrastructure, fresh design/build work in cloud-based environments like AWS and GCE, or adapting large existing infrastructures to an AWS deployment model. You will be _____ developing solutions to complex architectural problems, _____ real enterprise-class software products to customers and being a hands-on peer leader of _____. As the owner for the architecture and technical delivery of multi-million dollar revenue _____year enterprise software products, you will _____ as the CTO of the engagement with a startup mindset, wearing multiple hats from lead architect and developer on the most complex elements of the product to technical team leader to solution evangelist _____ are blown away by the technical differentiation and quality of the product.

Just as an example, one project includes migrating a large infrastructure consuming over 1,500 machines globally and storing over 5 petabytes of

information into AWS. This role will include implementing profound architecture changes to get ready for the _____ of cloud-specific services, progressive removal of legacy technologies, with the ultimate goal of full migration into the AWS cloud.

Task 15

Study the key responsibilities for the position and translate phrases from Russian into English

отвечать за выполнение и осуществление
осуществление контроля технического качества
производить экспертизу продукта в короткие сроки
обзор требований и дизайна
создание новых решений или применение новых для оптимальной работы

- Developing product expertise in a short time frame.
- Architecting new solutions or adapting existing ones to optimally run in a cloud-based environment (proper use of VMs and containers, queue-based architectures, services-oriented architectures, etc)
- Owning the execution and implementation of migration strategies (this will include deployment/provisioning using DevOps tools, data migration, testing, cutover/failover of systems, configuration of monitoring and other production management systems)
- Overseeing technical quality for the output of small teams of Software Engineers (requirements reviews, architectural reviews, and code reviews)
- While showing technical leadership you will still be in charge of personally addressing the most technically challenging issues in the project. We count on you as the key technical person, not a people manager!

Task 16

Read the paragraph about Required Skills and Experience and find word and word combinations that mean the same as following

1. expert opinion or commentary – e_____
2. a degree that is given to a student by a college or university usually after four years of study – B_____
3. something used in performing an operation or necessary in the practice of a vocation or profession – t_____

4. the fact or state of having been affected by or gained knowledge through direct observation or participation – e_____
5. well advanced in an art, occupation, or branch of knowledge- p_____
6. very good of its kind –e_____
7. the power to make experience intelligible by applying concepts and categories- u_____
8. far removed in space, time, or relation- r_____
9. to make advances to especially in order to create a desired result – a_____
10. one that purchases a commodity or service- c_____

Required Skills and Experience:

- Bachelor's degree in Computer Science, Computer Engineering, or Electrical Engineering
- Expertise in Amazon Web Services. In particular infrastructure services like AWS Elastic Beanstalk & CloudFormation
- Experience with Docker and Aurora
- Expertise in DevOps tools like Ansible, Puppet or Chef
- Deep knowledge of network stack and filesystems
- Solid experience with the networking, performance, security and operational aspects of the AWS environment
- Proficient in modern architecture stacks, SOA, relational DBs, stateless API, etc
- Excellent understanding of current enterprise software technologies and development practices/tools, including virtual environments, source control, remote development, issue tracking, build and test automation, and networking management
- A true “roll up the sleeves and get it done” working approach; demonstrated success as a problem solver, operating as a result-oriented, self-starter
- Comfort “working virtually” with teammates and customers around the world.
- We do a lot of Skype and video conferencing

Adapted from <https://tatarstan.hh.ru/vacancy/19351469?query=It%20manager>

Task 17

Look through the vacancy above and write a CV

You are 25 years old. You have a Bachelor's degree in Computer Science. You graduated in 2010 with A levels in Computer science. You have passed TOEFL test. You are familiar with network stack, filesystems. You are experienced in networking, performance, security of the AWS environment.

Task 18

A leading financial magazine is looking for DTP operator who has at least three years' experience in design and layout. Skills in Photoshop, Freehand or Illustrator are in an advantage. It is vital to have an ability to work in team and to tight deadlines. Write a CV for the position of DTP operator.

Task 19

A Digitum- UK company is looking for a senior programmer. This company is a leading supplier of business systems to the insurance industry. It offers a full range of software development activities, such as analysis, design, coding, testing. It is necessary to have at least two years' experience of COBOL or C++. A candidate should be fluent in French, Italian or other European languages. Write a CV for the position of senior programmer.

UNIT 5

WRITING A COVERING LETTER

Covering letter is usually sent along with a CV. It is a way of introducing of a potential candidate where he or she explains his suitability for the desired position. Employers may look for individualized and thoughtfully written covering letters as one method of screening out applicants who are not sufficiently interested in their positions or who lack necessary basic skills.

Covering letter comprises the following paragraphs:

Paragraph 1. Opening the letter.

Paragraph 2. Why are you suitable for the job?

Paragraph 3. What can you do for the company?

Paragraph 4. Reiterate

Paragraph 5. Closing the letter.

Paragraph 1

It should be short and to the point. Write address, hiring manager's name if you have it. Explain what job it is you're applying for and where you found the vacancy. Feel free to mention the website by name (e.g. 'as advertised on reed.co.uk') or, if someone referred you to the contact, mention their name in this section.

Paragraph 2

Briefly describe your professional and academic qualifications that are relevant to the role and ensure you refer to some of the skills listed in the job description. If you have no specific academic or vocational qualifications to cite, use your relevant experience to win merit. If you're lacking experience, use personal skills or attributes to show what makes you the perfect fit for the role.

Paragraph 3

Use practical examples to emphasise what you can do for the company. These might be performance-based, and could include examples from previous positions, your current job or even from your academic career.

Always make sure your examples are as quantifiable and pertinent as possible. 'Increased revenue by x%', for instance, sounds a lot more impressive than simply stating you 'Increased revenue'.

Other (role-specific) examples include ‘drove x% more traffic to the website during my time in employment’, ‘an increase in students grades by x’ and ‘achieved a first class distinction grade in my dissertation on x’.

Paragraph 4

Here’s where you reiterate your interest in the role and why you would be the right fit for the company.

Paragraph 5

Thank the employer for their time. It is also a good opportunity to indicate that you’d like to meet with the employer for an interview.

Sign off your cover letter with ‘Yours sincerely’ (if you know the name of the hiring manager)/’Yours faithfully’ (if you do not), and your name.

Adapted from <https://www.reed.co.uk/career-advice/free-cover-letter-template/>

Task 1

Study the examples from covering letters.

Decide what paragraph they should be used in?

Example 1

Thank you for your time and consideration. I look forward to meeting with you to discuss my application further.

*Yours sincerely,
[Your name]*

Example 2

I wish to apply for the role of IT Manager, currently being advertised on reed.co.uk. Please find enclosed my CV for your consideration.

Example 3

I am confident that I can bring this level of success with me to your company and help IT Company LTD build upon their reputation as one the UK’s fastest-growing software houses. With my previous experience and expertise, I believe I can hit the ground running and start actively contributing to the business as soon as possible.

Thank you for your time and consideration. I look forward to meeting with you to discuss my application further.

Example 4

As you can see from my attached CV, I have over three years' experience in the IT Industry, and I believe the knowledge and skills built up during this time make me the perfect candidate for the role.

Example 5

In my current role as Senior Marketing Executive at Software Company X Ltd, I have been responsible for increasing incoming client enquiries for our B2B product lines by 156% in under 12 months, which helped the business increase its revenue by 55% year-on-year.

Adapted from <https://www.reed.co.uk/career-advice/free-cover-letter-template/>

Task 2

Answer the questions on the covering letter above

1. What should be written in the Opening Section?
2. What is the difference between professional and academic qualifications?
3. What should be done if there is no academic or vocational qualification?
4. What personal skills can be mentioned?
5. What paragraph may comprise examples from previous positions?
6. Which phrase seems more impressive? "Increased revenue by X%" or "Increased revenue"?
7. What paragraph describes the reasons why you are the right fit for the company?
8. Where can you indicate that you'd like to meet with the employer for a job interview?

Task 3

Read the tips for covering letter above and find words that mean the same as following

call for _____
position _____
presently _____
application _____
guarantee _____
ability _____
talent _____

former _____
contemporary _____
repeat _____

Task4

Find the English equivalents from the letter above

работодатель

опишите вкратце

образование или профессиональная квалификация

жизненно необходимо иметь способность работать в команде

навыки, указанные в объявлении о работе

могут включать в себя примеры с предыдущего места работы

если у вас нет опыта, используйте свои личные качества

это хорошая возможность показать, что вы готовы встретиться с работодателем для дальнейшего собеседования

Task 5

Explain the difference between

Employer- employee

Professional qualifications – academic qualifications

Skills-abilities

Professional skills- personal skills

Knowledge –skills- experience

Task 6

Paraphrase the following sentences so they seem more formal

I want to apply _____

Find attached CV _____

I am quite experienced in the _____

Skills hot at that time _____

My present job _____

I think that _____

I am sure that _____

I'll wait for _____

Task 7

Continue the sentences so they are suitable for a covering letter.

1. I am writing to apply for the position of IT specialist, which was advertised _____
2. I graduated from _____ in _____ with a _____
3. Before taking my present job I worked as a _____
4. I have designed _____
5. These was very successful because _____
6. I have a basic knowledge in _____
7. I would welcome the opportunity to _____
8. I will be available for _____

Task 8

Study the following useful phrases. They may help you in writing a Covering Letter

1. To contribute professional skills to achieving your company's goals as an IT specialist.
2. To obtain employment in the field of client support that will allow me to use my ability to communicate with people and take advantage of my knowledge of English.
3. I am seeking employment with a company where I can use my ability to communicate with people and take advantage of my knowledge of English.
4. I am seeking competitive and challenging environment where I can use my ability to communicate with people and take advantage of my knowledge of English.
5. I am seeking the position in the _____ focusing on _____.
6. I want to obtain a position as an _____ in your company.
7. I am looking for a position as a _____ for a _____ company.
8. Kazan Federal University, Department of Computer Science, Bachelor's degree in Computer Science.
9. Master's degree in Computer Science
10. January- February 2012, Programming in Java courses at the _____.

11. Personal qualities, such as initiative, determined, dependable

Task 9

Find the English equivalents from the Covering letter below:

1. старший IT- менеджер _____
2. мой богатый опыт в _____
3. быть в курсе современных тенденций _____
4. для хорошей работы компании _____
5. страсть и преданность _____
6. на протяжении всей моей карьеры _____
7. я приложил копию моего резюме _____
8. со мной можно связаться в любое время

9. я с нетерпением жду встречи с
вами _____
10. с наилучшими пожеланиями _____

Task 10

Translate the following words and phrases into Russian:

1. express my interest in your posting
2. make it my priority
3. proper protocols, procedures, and staff
4. numerous trainings and certification exams
5. details my experience
6. about this employment opportunity

Sample Covering letter for the position of IT manager

Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email

Company Name
Address
City
State

Zip Code

Dear HR Manager,

This letter is to express my interest in your posting, on LinkedIn, for a senior level IT Manager.

My extensive experience analyzing, selecting and modifying enterprise systems, installing network hardware and software, and managing large scale network budgets, will be an asset to your organization.

I understand the importance of staying up-to-date on industry trends and technologies, and make it my priority to ensure a company runs smoothly and the proper protocols, procedures, and staff are in place.

Throughout my career I've taken numerous trainings and certification exams, to assist not only with my professional development, but to let each company I've worked for know my commitment to my profession and position. I hope to show your organization my passion and dedication.

I've attached a copy of my resume that details my experience. I can be reached anytime via my cell phone, 123-456-7890 or via email at name@email.com. I look forward to speaking with you about this employment opportunity.

Thank you for your time.

Best Regards,

Signature

Adapted from <https://www.thebalance.com/it-manager-cover-letter-example-2060134>

Task 11

Answer the following questions on the covering letter above:

1. What's the name of applicant?
2. What company is he writing to?
3. What's the name of HR manager?
4. Where was the vacancy advertised?
5. What qualification does he get?
6. What are his strengths?
7. What skills will allow him to work effectively and positively with staff?

8. What are his personal positive qualities?

Covering letter for the position of IT support officer

Dan Marshall
45 East Road
Washington DC
T: 98888888
E: DanMarshall@hotmail.com

September, 20
HR Director
Google Mobile

Dear Mr Hopkins,

I am writing to apply for the IT Support Officer position at Google Mobile recently advertised on hh.com

I am enthusiastic and high-achieving IT professional with a Bachelor degree in Computer Science, currently completing my Master of Networking Systems and Administration. I have exceptional technical and analytical skills, with over 3 years' experience in software development, database management, information system support and security, and network and server support.

In my previous roles I have performed installation and configuration of software and hardware, router and switch administration, and worked extensively with Windows and Active Directory. I have helped clients both on site and remotely, and have always demonstrated a keen ability to problem-solve and troubleshoot.

You will find me to be positive, motivated and hard-working person who is keen to understand company needs and contribute. I have excellent communication skills that allow me to work effectively and positively with staff and external stakeholders.

My resume is attached and look forward to being able to discuss the position with you further.

Yours sincerely,

Dan Marchall

Task 12

Study the given covering letters in Task 11 and Task 12. Write a covering letter for the position of webmaster, network administrator, hardware engineer, desktop operator, help desk technician, blog administrator or computer security specialist. Remember the rules of covering letter writing.

UNIT 6

DIFFERENT TYPES OF ESSAYS

There are 4 main types of essays (e.g.in TOEFL Exam):

1. Agree/ disagree essay. It implies that the student should agree or disagree with the statement and support his point of view. If you agree with the statement, clearly state so. If you don't agree, state that. Note that you have to either agree or disagree. You can't be indecisive. Support your arguments with examples from your own personal experience.

Do you agree or disagree with the following statement? Internet is bad for young people. Use specific reasons and examples to support your answer.

2. Preference essay. While writing an essay on a question like this, you need to write about both sides of the issue. You also need to state which side you agree with. Note that you can't agree with both sides. You are required to make a choice. After making a choice, explain why you made that choice with valid examples and arguments.

Some people prefer to buy computer in the large shops. Others prefer to buy them on the internet. How do you prefer to purchase a computer? Use specific reasons and details to support your answer.

3. If/imaginary essay. This kind of question requires you to describe something that doesn't exist. So you need to use your creativity.

If you were an employer, which kind of IT manager would you prefer to hire: an inexperienced manager at a lower salary or an experienced manager at a higher salary? Use specific reasons and details to support your answer.

4. Description/Explanation essay. While answering this question you will need to provide a lot of examples. Here you are not supposed to give your opinion. You may or may not agree with the given statement, but that is not what you should write about. Instead, what you have to do is to give valid arguments and examples that will prove the veracity of the given statement.

Nowadays, internet is available everywhere. Has this change improved the way people live? Use specific reasons and examples to support your answer.

Task 1

Read the titles of the essays. Decide what type of essay you should write

1. *Multimedia is used everywhere now. How it can help people both at home and at work? Use specific reasons and examples to support your answer.*
2. *What are the latest internet phenomena? What they might be in the future? Use specific reasons and examples to support your answer.*
3. *If you needed to buy a printer, which kind of printer would you prefer to buy: a laser printer or a dot-matrix printer? Use specific reasons and details to support your answer.*
4. *Do you agree or disagree with the following statement? All modern gadgets are harmful for children. Use specific reasons and examples to support your answer.*
5. *Do you agree or disagree with following statement? By the year 2030, human labour industry will have been replaced by robots. Use specific reasons and examples to support your answer.*
6. *Some people prefer to use credit cards everywhere. Others prefer to pay in cash. How do you prefer to pay for things? Use specific reasons and details to support your answer.*
7. *Nanotechnologies have entered all spheres of human life. Is it a blessing or a curse? Use specific reasons and examples to support your answer.*
8. *Some people prefer to play role-playing game (RPG) on their PC. Others prefer to play strategy. Which game would you prefer to play with your little brother? Use specific reasons and details to support your answer.*

9. *Do you agree or disagree with following statement? Video games teach nothing. Use specific reasons and examples to support your answer.*
10. *Playing video games is the most popular past time activity among students. Do they influence people's personality? Use specific reasons and examples to support your answer.*

The structure of an essay:

The structure of an essay helps to organize a writing work in a clear and logical way. A classical essay is 5 paragraphs long. It consists of three parts:

Introduction

Paragraph 2

Paragraph 3

Paragraph 4

Conclusion

The content of the paragraphs depends on the type of essay (e.g. essay of agreement or disagreement, essay of preference or choice, essay of description or explanation, if or imaginary essay).

Introduction is the first paragraph of an essay. It introduces the reader to the topic. The last sentence of introduction is rather important because it clearly states the writer's opinion. This sentence is called thesis statement. Introduction is usually 3-5 sentences long. The best way to begin the introduction is with a general statement about the essay topic. This explains what the essay is going to be about and mentally prepares the reader for the arguments that will follow.

Paragraph 2, 3 and 4 begin with a topic sentence that tells the reader what the rest of the paragraph should be about. The rest sentences in the paragraph are supporting ideas that support the topic sentence. Each paragraph has one topic sentence and 3-5 supporting ideas that support the thesis statement. Supporting ideas may present writer's personal opinion, a logical argument, statistical evidence, expert opinion or personal experience.

Conclusion is the last paragraph of an essay. It restates the thesis and gives a brief summary of the essay's main points. This paragraph is usually 3-4 sentences long.

This structure may be presented in the following way:

Introduction

General statement Thesis statement.

Paragraph 2

Topic sentence

Supporting idea 1

Supporting idea 2

Supporting idea 3

Paragraph 3

Topic sentence

Supporting idea 1

Supporting idea 2

Supporting idea 3

Paragraph 4

Topic sentence

Supporting idea 1

Supporting idea 2

Supporting idea 3

Conclusion

Restate the Thesis statement

Agree/ disagree essay

Introduction

Nowadays, ... Today ..., Generally, In many places ..., It is a well-known fact that ..., There is no doubt that ... There is a trend that ... It is obvious that ...

Traditionally, ...

... is one of the most important things in life as it is the basis for ...

... is very important as it gives people pleasure and fitness.

Some people prefer ... whereas others like, but which ... is the best?

The essay statement claims that ... but ...

Is it really true? What are the reasons for that?

It would be depressing if this were true.

This is really a matter of personal opinion.

Let's speculate about that controversial issue.

The issue is quite controversial so that I'll try to consider it from my point of view.

There are two approaches to the problem of _____. While some people believe that _____ others are opposed to _____. In this essay I will name some of the advantages and disadvantages of each approach and will argue in favour of _____.

It is a well-known fact that the problem of _____ has always aroused sharp disputes. Some people believe that _____ while others consider that _____. As far as I'm concerned, I agree / disagree that _____. My arguments for this point are listed as follows.

Paragraph 2

One point of view (your point of view)

In my opinion, ...

In my view, ...

As for myself...

....so I agree with the statement.

I am strongly opposed to the idea that..

Firstly, ... the second point is..... finally...

My first point is that... secondly, ...After all, ...

As my first point, ... besides...

For example,...

To give an example,..

There are many examples of...

A perfect example is...

On the one hand,

Paragraph 3

Opposite point of view

However, some people might say that...

Against this, I would say that only a minority of people ...
The main objection to...is...
On the other hand, opponents would claim that...
However, some people argue that...

Paragraph 4

Disagree with the statement in paragraph 3 and restate your point of view

I can't agree with this argument.
My argument against is that...
However, I do not support this argument because...
In response to this argument, I have to disagree with the argument presented.
I can't agree with the statement above because ...

Conclusion

To sum up, I strongly believe that...
To conclude, in my opinion, ...
To summarize, I agree that...
For all above reasons, I share the opinion that...
To summarize the two sides of the argument, I strongly believe that
_____ really/ definitely _____.

Task 1

Look through the useful phrases for writing agree / disagree essay. Decide which paragraph they may be used in.

There is no denying the fact that _____ is a hot topic which is much talked about in the modern society.

There is no denying the fact that _____ is a popular topic which has caused heated debate over a long period of time because it affects everybody in his or her daily lives.

First, we can observe easily that in modern society, 1 .The second/another reason for my (propensity for .../agreement with ...) is that _____

The third reason goes this way

The first reason can be obviously seen.

Most people would agree that_____

Some people may neglect that in fact _____

Others suggest that_____.

Part of the explanation is _____

The advantages for A for outweigh the disadvantages of _____

Although ... enjoys a distinct advantage _____

Indeed , _____ carries much weight than _____when sth is concerned.

A maybe _____ , but it suffers from the disadvantage that_____

To understand the truth of _____, it is also important to see_____

A study of _____ will make this point clear

Certainly, B has its own advantages, such as_____

I do not deny that A has its own merits.

From what has been discussed above, we may safely draw the conclusion that _____

The reason of ... is not so much _____ as _____

People differ greatly in their attitudes towards this problem. Some people hold the opinion that _____

Others maintain that _____

*Nevertheless I must admit that people can do well without _____,
but no one can ignore the added convenience and satisfaction offered by _____.*

Such experience will definitely be helpful in one's later life.

The process of essay writing.

There are several steps in this writing task:

Step 1. Read the title of an essay.

Step 2. Think about two sides of the argument. Think about its pros and cons or advantages and disadvantages.

Step 3. Think about what argument you are going to support. This point of view should be written in Paragraph 2 and restated in Paragraph 4. State your own opinion and give reasons to support your point of view.

Step 4. Think about the thesis that will go in Introduction and will be restated in Conclusion. Always try to paraphrase the title of an essay in Introduction.

For example,

Do you agree or disagree with the following statement? A person who is good at Computer Science can easily teach it. Use specific reasons and examples to support your answer.

Step 1. Read the title. Think about the term *Computer science*. What does it stand for? What does it study? Think about its scientific and practical approach. What does computer science specialize in?

Step 2. Think about two sides of the argument.

Argument 1 – Those who are good at Computer Science can teach it.

Argument 2 – Those who are good at Computer Science can't teach it.

Step 3. Think about what argument you are going to support: Argument 1 or Argument 2. Think about the reasons for these arguments and supporting ideas.

What are the requirements for good teachers?

- A teacher should get special education and a certain qualification. E.g. he should study at Pedagogical University and get a degree.
- A teacher should know the methodology of teaching. He should be familiar with special teaching methods and techniques.
- He can easily communicate with people of different ages, he should know their psychology.
- A teacher should be talented and devoted to his work.
- A teacher is a very responsible job, so not everyone can cope with it.

What are the requirements for a good specialist in Computer Science?

-
-
-

Estimate what argument prevails, so support this argument. Now you are sure what to write about in the Paragraphs 2 and 4. Of course, arguments that prevail, in order to support them easily.

Step 4. Think about the thesis that will go in Introduction and will be restated in Conclusion. Paraphrase the title of an essay in Introduction and Conclusion. An easiest way to paraphrase something is to find the synonyms.

How is it better to paraphrase the following phrase?

To be good at – to be able to do something

To be good at – to have a flair for something

To be good at - to be a past master in doing something

To be good at – to be brilliant at

To be good at – to be familiar with

To be good at – to know the peculiarities of

To be good at – not to be bad at

How to paraphrase the verb *to teach*?

To teach – to educate

To teach – to instill knowledge

To teach –to train

To teach – to develop one's skills

So for the following title “*Do you agree or disagree with the following statement? A person who is good at Computer Science can easily teach it. Use specific reasons and examples to support your answer*” an Introduction may be written in the following way:

It is a well-known fact that the problem of teaching has always aroused sharp disputes. Some people believe that teaching is an easy thing to do and anyone who is brilliant at a subject can easily work as a teacher while others consider that teaching is a complicated process. As far as I'm concerned, I disagree that a person who is good at Computer Science can easily teach it. My arguments for this point are listed as follows.

Task 2

Choose one of the topics below and practice writing agree/ disagree essay

Do you agree or disagree with the following statement? Modern technologies have made the world smaller. Use specific reasons and examples to support your answer.

Information technology has a negative impact on modern society.

Cybersecurity is a friend of the modern society.

Digital technology plays a vital role on our day to day life.

We should be more suspicious of the benefits of the computers.

Computers bring more problems than benefits in society.

Nobody can live without a mobile phone nowadays.

Only brilliant students can find a well-paid and a rewarding job.

Covering letter is more important than CV when applying for a job.

Everything should be done only by professionals.

Having your own internet blog is a fashionable thing.

Having a website is optional for big companies.

Multimedia will be used less in the future.

Due to modern technologies traditional forms of education will disappear in the nearest future.

A laptop is likely to be more expensive than the equivalent desktop, but it is more practical if you travel a lot.

Game controller is not a good present for a 5 year old child.

It is possible to work on a computer without a mouse.

A handheld scanner for scanning texts is not used any more.

People don't use digital cameras anymore because they have multifunctional mobile phones.

Preference essay

Preference essay structure:

Introduction

General statement Thesis statement.

Paragraph 2

Reason A

Argument 1

Argument 2

Argument 3

Paragraph 3

Reason B

Argument 1

Argument 2

Argument 3

Paragraph 4

Reason A + my point of view

Supporting idea 1

Supporting idea 2

Supporting idea 3

Conclusion

Restate The Thesis statement

e.g. Some people prefer to buy computer in the large shops. Others prefer to buy them on the internet. How do you prefer to purchase a computer? Use specific reasons and details to support your answer.

Useful phrases for preference essay:

There is no denying the fact that _____ is a popular topic which is much talked about in a modern society. Depending on personal experience, personality type and emotional concern, we find that some people hold the idea of _____ while others prefer _____. From my point of view, it's more advisable to choose _____ rather than _____. My arguments for this point are listed as follows.

The main reason for my propensity for _____ is that _____. For instance, _____.

On the other hand, some people believe that _____. Another reason that can be seen by them is that _____. For example, _____.

Although I agree that there may be a couple of advantages of _____, I feel that the disadvantages are more obvious. Such as _____.

Firstly, Secondly, Thirdly _____

Moreover, _____

However, _____

Furthermore, _____

In conclusion, it is a sagacious to support the statement that it is better to _____.

e.g. University Government decided to renovate the library and install new computers in the reading rooms. They want to buy PCs or laptops. Which computers would you prefer to have at University library? Use specific reasons and details to support your answer.

There are several steps in writing preference essay:

Step 1. Read the title of an essay. Focus your attention to the question.

Step 2. Think about PCs and laptops, their advantages and disadvantages. Compare convenience, price and quality, etc.

Personal Computers	
pros	Cons

Laptops	
pros	Cons

Step 3. Think about your preference and reasons for it

Step 4. Formulate thesis statement in Introduction and write a Conclusion.

Task 1

Choose one of the topics below and practice writing preference essay.

Some IT students like classes where teachers lecture in class. Other students prefer classes where the students do some practice. Which type of class do you prefer? Use specific reasons and details to support your answer.

Some IT students prefer to attend classes during the term and get credits. Others prefer to pass everything during exams. Which way of passing exams do you prefer? Use specific reasons and details to support your answer.

There are some people who prefer to spend their free time outside. Others prefer to stay at home and surf the Internet. What way of entertainment would you prefer? Use specific reasons and details to support your answer.

There are some people who think that advertising modern gadgets with the help of celebrities encourages us to purchase the product. Others believe that modern technologies may be advertised without any help. What way of advertising modern things is more effective? Use specific reasons and details to support your answer.

If/imaginary essay

Imaginary essays are supposed to cover clear details, some visualizing events. It is the most creative type of essay as it requires the creativity. So you have to describe something that doesn't exist. Usually they start with the phrases like *If you were...*, *If you had...*

Essay should be written according to the following structure:

Introduction . Describe two possibilities.

Paragraph 1. Possibility 1

Paragraph 2. Possibility 2

Paragraph 3. Possibility 1 +your decision

Conclusion.

e.g. If you were an employer, which kind of IT manager would you prefer to hire: an inexperienced manager at a lower salary or an experienced manager at a higher salary? Use specific reasons and details to support your answer.

Introduction. State the problem.

Paragraph 2. Possibility 1

Argument 1

Argument 2

Argument 3

Paragraph 3 Possibility 2

Argument 1

Argument 2

Argument 3

Paragraph 4. Possibility 1 + My point of view.

Conclusion. Restate your point of view.

Task 1

Make the list of useful phrases for If/Imaginary essay writing

e.g. *If I were _____ I would _____*

The main reason for my propensity for _____ is that _____

My arguments for this point are listed as follows.

Firstly, secondly, thirdly _____

Task 2

Use the structure above and practice writing If/ Imaginary essays on one of the topics

- 1. If you had to buy a new mobile phone, what model would you choose. Use specific reasons and details to support your answer.*
- 2. If you had an opportunity what kind of computer program would you create? Use specific reasons and details to support your answer.*
- 3. If you were the Head of the Department, what subjects would you include in the curriculum?*
- 4. If you were asked to create a perfect computer system, what would you design?*

5. *If you had a lot of money, what would you improve in the Universiade Village? Use specific reasons and details to support your answer.*

Description/Explanation essay

While writing this essay a student needs to provide a lot of examples. He is not supposed to give his opinion. He may or may not agree with the given statement, but that is not what he should write about. Instead, what he has to do is to give valid arguments and examples that will prove the veracity of the given statement. For example, the following topic may be given:

Nowadays, internet is available everywhere. Has this change improved the way people live? Use specific reasons and examples to support your answer.

Introduction Thesis sentence
Paragraph 2. Feature 1, arguments
Paragraph 3 . Feature 2, arguments
Paragraph 4. Feature 3, arguments
Conclusion Restate the topic sentence

Introduction

General statement Thesis statement.

Paragraph 2

Feature 1	Argument 1
	Argument 2
	Argument 3

Paragraph 3

Feature 2	Argument 1
	Argument 2
	Argument 3

Paragraph 4

Feature 3	Argument 1
	Argument 2
	Argument 3

Conclusion

Restate the Thesis statement

Task 1

Make the list of useful phrases for Description / Explanation Essay writing

e.g. I would like to discuss/ I would like to describe/ I would like to explain...

Firstly,

Secondly,

Thirdly,

The main reason for my propensity for _____ is that _____

My arguments for this point are listed as follows.

For example,

For instance,

Task 2

Practice writing description/ explanation essay on one the following topics

1. *Describe what personal qualities are required for a good IT specialist.*
2. *Explain what special skills are essential when looking for the job of IT manager.*
3. *Explain what technical characteristics are essential when buying a mobile phone.*
4. *Describe professions where graphic tablets are used.*
5. *Modern game consoles are becoming more and more popular nowadays. What are their features?*
6. *Computers can be attacked by different viruses. Describe the most dangerous computer virus.*
7. *There are different internet blogs nowadays. Describe the blogger who impressed you most.*

8. *Describe the most popular web browser in Russia.*

9. *There are different subjects in Computer Science Department. Describe the most important subjects in your curriculum.*

What spheres of human life may computers be used in? Describe the possible variants. Use specific reasons and examples to support your answer.

There are a lot of different types of computers available. Describe their advantages and disadvantages. Use specific reasons and examples to support your answer.

Describe high-quality PCs that are easy to use. Use specific reasons and examples to support your answer.

10. *Some people think that the speed, wireless connectivity, monitor, ports and card memory are important features that should be taken into account while buying computers. Describe your ideal computer system.*

Almost everyone has a computer at home. What three basic features make a big difference when choosing a computer. Use specific reasons and examples to support your answer.

APPENDIX EMAILS

To: Brunowhite@hotmail.com
Subject: Interview Follow-up & Thanks

Dear Mr. White,

I enjoyed meeting you yesterday and learning more about your research and design work at PEG. Thank for the opportunity to interview for your process engineer position. My conversations with you and with the engineering team have confirmed my interest in the position as well as the company. I want to convey my strong interest in joining your team. My education and internship experiences have prepared me for this role, and I am eager to apply what I've learned to help with your upcoming projects. I hope there will be an opportunity to continue our discussions.

Sincerely,
Mary Alison

To: BenBarnett@hotmail.com
Subject: Thank you again
Dear Mr. Barnett

Thank you for taking the time to meet with me at the Bauer School of Business Career Fair today. You were extremely helpful in explaining Aerial's Customer Service and Marketing Trainee Program. Now that I have a better idea of what the position entails, I am certain I would be an asset to your team and to Aerial. My solid education in Marketing at the C.T. Bauer College of Business, along with the fact that I have worked my way through college, show the work ethic and determination you said are important to succeed at Aerial. As you suggested, I have submitted my resume through Aerial's Web site. Thank you again for your time and consideration. I look forward to discussing the program with you further.

Sincerely,
Robert Fern

Adapted from <https://www.template.net/business/family-tree-templates/sample-thank-you-email-after-job-interview/>

INFORMAL LETTER

*Kazan
Russia
02/02/16*

Dear Dan,

Thanks for your last letter. It was great to hear from you again. Sorry I haven't written earlier but I was busy with my study.

I'm glad that you are going to enter University. It's great! As for me, I haven't decided about my future career yet. My parents want me to follow their footsteps and become a doctor. But I'm interested in IT technologies. I think that our modern world is unthinkable without it.

I'm so interested in your project. What are you going to write about? What resources do you use? Do you go to the library or use internet?

Well, that's all for now. Give my best to all your family. I'm looking forward to hearing from you soon.

Love,

Julia.

A LETTER OF COMPLAINT

Jane Brown
123 Street
jane@brown.com.au
1 January 2013

Dear Manager,

I am unhappy with the quality of a television cabinet I bought at 5 Street on 15 December and I am writing to seek a replacement.

The cabinet doors do not open and shut properly and the stain on the cabinet is uneven, with one half darker than the other. The cabinet was delivered on 30 December and I noticed this problem as soon as I unpacked it from the box.

The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store. I would like you to replace it with one of the same quality and finish as the sample and arrange for return of the faulty cabinet at no cost. I have attached a photocopy of my receipt as proof of purchase.

I would like to have this problem fixed quickly please. If I do not hear from you within 10 days, I will lodge a formal complaint with Consumer Affairs in my state.

You can contact me on 1234 5678 during working hours or after hours on 123 456 789 to discuss this matter further.

Yours sincerely,

Jane Brown

Enclosed: Copy of the receipt for television cabinet

Adapted from <https://www.accc.gov.au/consumers/complaints-problems/write-a-complaint-letter>

A LETTER OF INQUIRY

BBL Company
34 Dreamworks street
California
USA
15 February 2012

Dear Mr. Hopkins,

I am writing to inquire about job vacancies in your esteemed company in the capacity of software engineer. I'm very motivated and ambitious and looking for a chance to exploit my experience and skills to the maximum.

I hold a BS degree in computer science from IT college and have worked for more than five years as a software engineer.

I really believe I can make a difference and induce momentum into your team.

I'm confident of my abilities and I can already visualize my contribution to the success of your organization. You can find more about me and my qualifications in the enclosed resume. Hope to meet you soon.

Best regards,

Ann Lopes

Adapted from <https://www.accc.gov.au/consumers>

A CV
Ann Brown

Email: AnnBrown@email.com

Profile: Experienced and dedicated IT professional with 5 years' successful experience in Information Technology field. Proficient in hardware and software maintenance.

Highlights of expertise

- Expert in antivirus, firewall and anti malware software's regulation
- Adept at offering timely and highly effective technical support in software patching
- Skilled in inter and intra systems collective network maintenance

Professional experience

IT Specialist | Compucom, NY | Dec 2009 – Present

- Supervise maintenance of 100 plus computer systems and ensured functional inter and intra net networking on all systems at all times
- Act as network administrator during joint ventures and third party IP involvement

Selected Achievements

- Cross trained more than 30 employees in two months to act as IT specialists for various branches of the company
- Routed and enabled networking on 20 plus computers single handedly in preparation of a course to be conducted at nationwide level

IT officer | Tech Bits, NY | Jan 2008 – Jan 2009

- Responded to system's security breaches, malwares and virus attacks
- Performed maintenance of 30 plus PC's at the premises

Technical strengths

- OS: Windows, Linux, Dos
- Languages: Java, C+, Java script

Academic summary

Associate's degree in Computer sciences (2009)

Specialization: Networking

County College Hamilton, NY

A COVERING LETTER

Danielle Driscoll
23 West St
West Lakes SA 5021
E: danielledriscoll@email.com

October, 20
HR Director
GoGo Mobile

Dear Mr Hape,

I am writing to apply for the IT Support Officer role at GoGo Mobile recently advertised on SEEK.com.au.

I am an enthusiastic and high-achieving IT professional with a Bachelor of Computer Science, currently completing my Master of Networking Systems and Administration. I have exceptional technical and analytical skills, with over 3 years' experience in software development, database management, information system support and security, and network and server support.

In my previous roles I have performed installation and configuration of software and hardware, router and switch administration, and worked extensively with Windows and Active Directory. I have helped clients both on site and remotely, and have always demonstrated a keen ability to problem-solve and troubleshoot.

You will find me to be a positive, motivated and hard-working person who is keen to understand company needs and contribute.

My resume is attached and I look forward to being able to discuss the position with you further.

Yours sincerely,
Danielle Driscoll

Adapted from <http://www.careerfaqs.com.au/careers/sample-resumes-and-cover-letters/it-support-officer-sample-cover-letter>

AGREE / DISAGREE ESSAY

Do you agree or disagree with the following statement? *It is better to use printed material such as books and articles to do research than it is to use the internet.* Use specific reasons and examples to support your answer.

When students do research for their class assignments they use both printed and online sources and both types have distinct advantages and disadvantages. However, I agree that it is better to use printed materials rather than Internet-based resources. My arguments for this point are listed as follows.

Firstly, printed materials such as books and articles are more reliable than online sources of information. This is because websites can be edited by anyone in the world, regardless of whether or not they are qualified academics. As a result of this, articles in online encyclopedias often contain incorrect and biased information. I have even heard that some people insert incorrect facts into online databases as a mischievous joke. Secondly, books are superior to online articles because they provide a greater depth of information. Books are much longer than online articles, which makes them useful to learners of all ages. Students who use printed resources when doing research also benefit from the bibliographical information which they include. For example, I have personally experienced some of these benefits during my time as an undergraduate student.

However, some people believe that we live in a modern world where everything may be found online. That's why there is no need to go to the library because everything is on the web. Even it is possible to find some rear books online. Moreover, if you write about current affairs internet is surely the best place to search for information.

I can't agree with the statements above because if it was true, libraries would disappear. But they still exist. Furthermore, I wouldn't rely on the news online even if we need some current affairs.

To summarize both sides of the argument I strongly believe that print resources are more useful than online resources. This is because printed sources of information are less likely to be biased or error-prone, and because books provide a superior level of detail on most topics.

Adapted from <http://www.toeflresources.com/index.php?id=sample-toefl-essays-iii>

PREFERENCE ESSAY

Some students prefer classes with open discussions between the professor and students and almost no lectures. Other students prefer classes with lectures and almost no discussions. Which do you prefer? Use specific reasons and examples to support your answer.

Classes where students engage in discussion and classes where the professor does most of the talking each have their own advantages and disadvantages. From my point of view, it's more advisable to choose classes with a lot of discussion rather than those without. My arguments for this point are listed as follows.

To begin with, I feel that classes where I have the opportunity to speak help to develop my intellectual abilities. Classes where the teacher does all of the talking are very passive, in my opinion. They mostly just involve the memorization of facts and details which do not help students in the long run. Secondly, classes which involve a lot of debate and interaction create very intelligent students. For example, I recently took a political science class that changed the way I think about the world. The cut and thrust of debate in the class made me consider where my political beliefs came from and if they were actually correct. I came out of the class as a more flexible person and more open to new ideas than ever before.

On the other hand, some people believe that it is better when professor does all the talking because it saves the time. When he presents some well-known facts there is no need to discuss anything, everything is already proved. Another reason that may be seen by them is that during lectures students may feel relaxed as there is no home task for the next lesson.

Although I agree that there may be a couple of advantages of lectures, I still believe that classes with a lot of discussion can help students develop the skills necessary to work well in groups. Many freshman students arrive at university very shy and unable to communicate well. Discussions in class teach students how to communicate effectively, and they can use this skill to excel in their future careers.

In conclusion, it is sagacious to support the statement that it is preferable to have classes which are centered on discussions between professors and students. This is because such classes help students develop academically and because they teach students the skills that they need to find success in the future.

Adapted from <http://www.toeflresources.com/index.php?id=sample-toefl-essays-ii>

IF/ IMAGINARY ESSAY

If you could choose, which company would you like to work for: a big company or a small one. Use specific reasons and details to support your answer.

Some people show special interest in working for a big company, while others are more willing to work for small ones. Of course, every individual has his own opinion about the strengths and weakness when it comes to serving in a big firm or a small one. As for me, I would definitely work for a big company.

My first point is that a large company offers advantages that are helpful to a person's career development. Secondly, staff members of such companies have higher income than those of many other companies. Members of such companies have an opportunity to travel abroad. Thirdly, large companies enable the staff to gain valuable experience and have broader views in a competitive environment.

On the other hand, some people think that not everyone is suited to work in large companies. For those who like to work independently and enjoy more personal freedom, a small company may be a good choice. People in large companies may feel stable and be less likely to be dismissed. But they are also subjected to many restrictions imposed by the regulations of the company. A small company may require their employees to do more comprehensive works and give them more free choices.

Although I agree that there may be a couple of advantages of working in small company, I feel that the disadvantages prevail. For instance, if you work in small company you don't communicate with different people from different countries. As a result you don't have an opportunity to broaden your mind. Furthermore, it is impossible to develop professionally.

In conclusion, I would like to work for the big company because being a member of a big company you will be more likely to motorize your target because of the plentiful resources including material resources, as well as human resources. That's why being confident and ambitious person I strongly believe that it is better to choose big firms for future development.

Adapted from TOEFL Writing (TWE) Topics and Model Essays. 2002.

DESCRIPTION / EXPLANATION ESSAY

TV is available everywhere. Has it affected the way we live? Has TV destroyed communication? Use specific reasons and examples to support your answer.

Nowadays television plays an important role in people's life. It is the main information source and its popularity is still growing. The fact that TV seems to control our choice of leisure and entertainment has recently brought a problem to focus. Some people think that lack of communication among family and friends attribute to TV. However, I hold just an opposite point of view and I will demonstrate my opinion below.

Firstly, as promoted by the development of modern science and technology, TV programs today attract a vaster group of audiences by tremendously enriched contents and a 24-hour rolling schedule than ever before.

Secondly, TV is not just an entertainment but also an important source of knowledge and information. TV makes people familiar with the miracle creatures in the deep ocean that is unavailable otherwise. Undoubtedly television is an indispensable channel for us to learn the world outside.

Thirdly, television plays a key role in improving the relationship among friends and family members. A good case in this point is that television often focuses the attention of public by broadcasting current events, social news and popular teleplays. It is easy to find interesting topics with friends and colleagues if you have watched the same TV program lately and want to share your ideas about it. Moreover, some families may even feel and enjoy the peacefulness and happiness of family life when watching films together in the evenings.

I do not deny that there may be some cases that people are so addicted to TV and ignore communication with family and friends. But it is the wrong attitude of the person himself that results the problem. Thus, for the reasons above, I may conclude that TV doesn't destroy communication. More than that, it benefits our life with both enjoyment and knowledge.

Adapted from TOEFL Writing (TWE) Topics and Model Essays. 2002.

REFERENCES

1. L. Hamp-Lyons, Ben Heasley. Study writing. A course in writing skills for academic purposes. Second edition. Cambridge University Press 2006.
2. E. H. Glendinning, J. McEwan. Basic English for Computing. Oxford University Press 2002.
3. Information Technology Career Guide. Information Technology Experiences for Students and Teachers (ITEST).
4. Jon Marks. Check your English Vocabulary for Computers and Information Technology. 2007.
5. TOEFL Writing (TWE) Topics and Model Essays. 2002.
6. Answers to all TOEFL Essay Questions. By ToeflEssays.com
7. Barron's How to Prepare for the TOEFL Essay. 2nd edition.

Web- resources:

1. <https://www.espressoenglish.net/formal-semi-formal-and-informal-english/>
2. <https://www.reed.co.uk/career-advice/free-cover-letter-template/>
3. <https://www.thebalance.com/it-manager-cover-letter-example-2060134>
4. <http://www.careerfaqs.com.au/careers/sample-resumes-and-cover-letters/it-support-officer-sample-cover-letter>
5. <http://coverlettersandresume.com/it/it-specialist-resume-sample/>
6. <https://tatarstan.hh.ru/vacancy/19351469?query=It%20manager>
7. <http://www.skillsyouneed.com/write/formal-or-informal.html#ixzz4VZQUBcoJ>
8. www.accc.gov.au/consumers
9. <https://www.kent.ac.uk/careers/cv.htm>
10. <https://www.kent.ac.uk/careers/cv.htm>
11. <http://www.perfectyourenglish.com/exams/different-types-of-toefl-essay-questions.htm>
12. <http://www.toeflresources.com/index.php?id=sample-toefl-essays-ii>